The Honorable Bill Hardiman, Chair
Senate Appropriations Subcommittee on FIA
State Capitol Building
Lansing, MI 48909

The Honorable Jerry Kooiman, Chair
House Appropriations Subcommittee on FIA
State Capitol Building
Lansing, MI 48909

Dear Senator Hardiman and Representative Kooiman:

Section 259(2) of 2003 Public Act 172 (Enrolled Senate Bill 283) requires the Family
Independence Agency (FIA) to report on the interagency agreement between FIA and the
Department of Information Technology (DIT) by October 15, 2003.

Our agency and DIT have just recently finalized the interagency agreement. We have attached a
copy of the actual agreement to serve as our report. The basic format and content of the
agreement were formulated by the Department of Information Technology and are relatively
standard across all state departments. For that reason, they may not comply in every detail with
the requirements of Section 259.

If you have any questions regarding the report please let us know.

                                                        Sincerely,

                                                         S/S 1/23/04

                                                        Marianne Udow

C: Senate Appropriations Subcommittee on FIA
      Senate Fiscal Agency
      Senate Policy Office
      House Appropriations Subcommittee on FIA
      House Fiscal Agency
      House Policy Office
      State Budget Office

Service Level Agreement (SLA)

Between

The Family Independence Agency or FIA

And

The Department of Information Technology

Duration of Agreement	
From: October 1, 2003	To: September 30, 2004

Signatories	
Signed for and on behalf of: **Department of Information Technology** By: _____ Teri Takai, Director By : _____ Susan L. Doby, Information Officer Dated: _____	Signed for and on behalf of: *Family Independence Agency or FIA* By: _____ Title : _____ By: _____ Title: _____ Dated: _____

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I. GENERAL

A. 1.0 Purpose and Objective

1. This Service Level Agreement (SLA) has been jointly created by Family Independence Agency or FIA and the Department of Information Technology (DIT) to detail the conditions and expectations of our two organizations regarding the delivery of information technology services.

2. We believe this SLA will help us express our expectations of each other, manage our respective workloads, communicate more effectively and quickly resolve any service problems that may arise. This document can be viewed as a building block that will contribute to a long-term relationship. Accordingly, no changes will be made to this document without the agreement of both organizations. This document will remain in effect until explicitly replaced or terminated. This agreement will be renewed at the start of every fiscal year.

B. 2.0 Scope

DIT will provide the following services at all Family Independence Agency or FIA locations. These services include application development and maintenance, helpdesk services, voice, desktop and field services, computing services, data and network connectivity services, disaster recovery and business resumption services, information technology and consulting services, IT procurement and IT contract management. The following services are not provided by DIT and therefore are not part of this agreement; Insert appropriate items

C. 3.0 Roles and Responsibilities

1. DIT shall:

a. Be responsible for providing the resources and skills to deliver the agreed-to services identified in the SLA. Reference Section I, D, 4.0

b. Participate in the methodology for pricing and the process for collecting fees and payments.

c. Organize, facilitate and attend meetings in order to meet service objectives and business demands.

d. Commit to teamwork and conflict resolution.

e. Ensure the needs and concerns of DIT and the Agency are represented. IO continually meets with the Department's SLA manager on a bi weekly basis and monthly with the Agency designated Executive Committee.

2. Family Independence Agency or FIA shall:

a. Assign an individual as the Department SLA Manager. Reference Section I, D, 4.0

b. Commit to teamwork and conflict resolution.   4

c.   Communicate all issues and problems to DIT IO following the problem management and escalation procedures outlined in this document. Reference Section I, E, 5.0

d.   Communicate with DIT to ensure that DIT is adequately informed about Family Independence Agency or FIA needs, requirements and business directions. The Agency must communicate with DIT immediately if there are changes in program direction. New initiatives must be communicated to DIT so that adequate preparation and procurement time is available to implement new or enhanced services.

e.   Include appropriate DIT Information Officer (IO) in IT strategic planning activities.

3.   Family Independence Agency or FIA Ownership of Family Independence Agency or FIA Data

Family Independence Agency or FIA Data is and will remain the property of the Family Independence Agency or FIA . The DIT in delivering information technology services is acting as the custodian of Family Independence Agency or FIA data. The data owner, i.e. Family Independence Agency or FIA is responsible for communicating data requirements to the DIT, e.g. access rights, criticality, etc. The DIT will establish and maintain environmental, safety and facility procedures, data security procedures and other safeguards against the destruction, loss, or alteration of Family Independence Agency or FIA Data in the possession of the DIT which are no less rigorous than those maintained by the DIT for its own information of a similar nature.

4. Responsibility for Application and General Controls

    a. Application Controls apply to individual computer application systems and may include such controls as data origin, input controls, processing controls, output controls, application access controls, application interfaces, audit trail controls, and application documentation. Application Controls consist of mechanisms in place over each separate application (computer system) that helps to ensure authorized data is processed completely, accurately, and reliably. Family Independence Agency or FIA is and will remain responsible for ensuring application controls are in place over applications where FIA is the system owner. FIA is not responsible for enterprise applications where other Agencies are the system owner (e.g. MAIN, DCDS, HRMN etc.). DIT is responsible for application controls over enterprise applications for which DIT is the system owner (e.g Statewide e-mail applications, Networks applications, etc).

    b. General controls provide the business and IT functions with a set of encompassing controls that are shared by several agencies/departments or information system functional units, or support underlying functions that one or more applications rely on. General controls commonly include controls over data center operations, system software (not application software), Distributed Processing, Network Operations, Database Security, acquisition and maintenance, physical security, OS (Operating System) level security, application systems development maintenance, and overall IT Department administration. These controls apply to all systems, e.g. mainframe, mini-computer, and end-user computing environments. DIT is and will remain responsible for ensuring adequate internal controls are in place and functioning properly over the general controls environment. Upon request, DIT will provide information on the operational effectiveness of the general controls, and results of any external or internal reviews, that affect the evaluation of the application controls for FIA's Information Systems.

5. Security

Family Independence Agency or FIA and Family Independence Agency or FIA personnel are responsible for complying with DIT IT security policies.

D. 4.0 Contact Information:

1. The Information Officer will be the primary representative from DIT managing and ensuring service delivery as identified in the SLA.

2. Susan Doby, 517/373-6760, 235 S. Grand Ave, GTB, Lansing, MI 48909, dobys@michgan.gov

3. James Nye has been identified as the Department's SLA Manager and will be the primary representative for Family Independence Agency or FIA

4. Customer Service Center (phone 241-9700 or 1-800-968-2644, email: ditservice@michigan.gov)

5. The DIT Customer Service Center is available 7:30 am – 5:00 PM Monday through[6]

Friday. This Customer Service Center is the point of contact for Family Independence Agency or FIA service requests and problems.

E.   5.0   SLA Problem Management and Escalation

It is anticipated that the services provided by DIT will be acceptable to the Department. In the event that the Department is dissatisfied with the services provided, the Department SLA manager should contact the DIT IO. The IO will resolve the issue to the Department's satisfaction. If a mutual resolution can not be reached, the issue will be elevated to the Directors of Department of Information Technology and Family Independence Agency

F.   6.0   SLA Document Change Process

Changes to this agreement will be negotiated based on changing business or service needs or significant variances from service commitments. Requests can be submitted to the IO or the Department's SLA Manager, and they will negotiate the changes. The changes must be agreed to by the Directors, or their designees, of both organizations.

G.   7.0   Maintenance and Distribution of the Agreement

1.   The IO is responsible for maintaining this Agreement and ensuring that changes have been incorporated when appropriate prior to distributions of new versions.

2.   Distribution of copies within the Family Independence Agency or FIA organization is the responsibility of the Department SLA Manager

3.   DIT will work with the Agency for cost containment and spending plan development that are in line with the underlying budgetary situation and strategies of the State in general.

H.   8.0   Billing and Invoicing

1.   The DIT services charges will be based on actual costs, which are deemed fully allowable and appropriately assigned or allocated to respective DIT services as required by OMB Circular A-87. DIT is in a transition period. As a service provider to State of Michigan agencies, the ultimate direction is to move to a fully rated cost recovery model. Noted below are cost treatments and charge-back methodologies for DIT services for FY 2004. DIT believes that the outlined cost recovery model is allowable and is consistent with the FIA's federal funding requirements. Any cost disallowance's for FIA attributable to DIT's cost distribution or documentation requirements will be the responsibility of DIT.

2.   Invoices must be paid within 30 days of receipt. If an item is disputed the remaining invoice amount must be paid in full within 30 days of receipt. Family Independence Agency or FIA must notify Corey Sparks of disputed items within 10 days of receipt of invoice. This does not preclude identification and mutual resolution of items disputed after the 10 day period.

3.   DIT Cost & Cost Recovery Treatments FY 2004. All charges that are allocated will be based on DIT's approved cost allocation plan.

a.   **Direct Charges:** The Family Independence Agency or FIA will be charged for costs directly associated with the delivery of IT services. Examples include: direct agency assigned staff and agency specific IT procurement, and portions of other

staff that provide support activities to the Agency. In some instances there are staff who are working for multiple agencies in a non-rated service. Program managers will provide work distributions based on time reporting data for staff in these roles (in compliance with OMB Circular A-87 requirements for time reporting). Staffing costs will be charged to the Family Independence Agency or FIA based on distribution percentages. DIT will continue to maintain time statistics. Time statistics will be distributed to each Agency on a monthly basis, or as agreed upon by the Agency and DIT.

b. **Program Administration (PA):** Program Administration (which includes divisional, sectional and team administration) expenditures are costs incurred by program management in the delivery of IT services. An example of such cost is the Director of Agency Services. Costs incurred by the Director of Agency Services will be allocated to the Family Independence Agency or FIA as a function of Agency Services' direct salaries charged by Agency. PA will be allocated to the first-line staff through step-down allocations based on salary dollars.

c. **Rated Services**: The Family Independence Agency or FIA will continue to be charged for rated services such as Telecommunication data and voice networks, Data Center Services, Project Management and Center for Geographic Information Services, etc. Rated services are charged based on usage for the specific service per published rate schedules.

d. **Desktop Services**: Desktop Services costs will ultimately be recovered through a rated structure. Initially, however desktop costs will be allocated to the Family Independence Agency or FIA based on relative percentage of desktops.

   1) $639 x 13,073 = $8,353,647, non CSES
      $639 x 2,567 = $1,640,313, CSES, FOC, PA

      Annual cost   Total Desktop Count

   2) Specific desktop purchases will be charged directly to the Family Independence Agency or FIA and not allocated.)

e. **Distributed Processing** (DP): Distributed Processing services (local networks, servers, email, mainframe operations productions support, etc.) will be charged to the Family Independence Agency or FIA based on direct assignment of staff. DP program administration will be allocated to first-line workers via step-down function based on salary dollars.

f. **Enterprise Portal Costs**: Enterprise Portal costs will be allocated to the Family Independence Agency or FIA based on a weighted-average of content pages and page views for internet costs. Reference Section VII, C, 3.0

g. **Rent**: DIT recognizes that there may be instances during transition where DIT staff who are servicing multiple agencies may be housed with an area that heretofore had been dedicated to a single agency. DIT will recommend a method for equitable allocation and "true-up" of these costs for treatment beginning with the FY04 billing cycle.

h. **Annual Reconciliation**: DIT will conduct an annual reconciliation of charges, or "true-up." This will involve a comparison of billed charges to the actual costs of providing those services. However, if differences are within reasonable levels, they may be refunded or carried forward as adjustments to future year's charges or rates as provided in OMB Circular A-87.

OMB circular A-87 allows an internal service fund programs to carry up to 60 days operating cash expenditure balances. Since most programs/services recover from users via charges for specific units of service, if a program has over-recovered from users, the program needs to go through a true-up process which may include billing adjustments, credits and/or rate changes. DIT will review programs an make adjustments accordingly.

i. **Meetings**: DIT financial staff, in coordination with the Family Independence Agency or FIA's Information Officer, will meet on a monthly basis with Family Independence Agency or FIA staff to review DIT invoices (invoices typically presented on a monthly basis) and identify and resolve any billing adjustments, omissions, and federal cost allocation issues that may be identified.

j. **Spending Plan:** DIT financial staff will prepare and distribute a spending plan each month that annualizes expenditures, year-to-date, against the Agency Inter Departmental Grant. DIT financial staff, in coordination with the Family Independence Agency or FIA's IO, will meet on a regular basis with Family Independence Agency or FIA staff to review the spending plan, identify funding shortages, and jointly prepare an action plan to spend within available resources.

I.   9.0   Audit Clause

1.   As part of this SLA, the Family Independence Agency or FIA and DIT agree to this audit clause, which provides that financial records, documents, data, accounting procedures and practices, programs, projects, information systems, or any other items of the service provided, deemed relevant to the SLA by Family Independence Agency or FIA and DIT, are subject to examination by the appropriate Family Independence Agency or FIA and DIT representatives. The Family Independence Agency or FIA and DIT will, and will cause its subcontractors and suppliers to, provide to the Family Independence Agency or FIA and DIT (and internal and external auditors, inspectors, regulators and other representatives that the Family Independence Agency or FIA and DIT may designate from time to time) access at reasonable hours to the Family Independence Agency or FIA and DIT personnel, to the facilities at or from which services are then being provided and to the Family Independence Agency or FIA and DIT records and other pertinent information, all to the extent relevant to the services and Family Independence Agency or FIA DIT's obligation. Such access will be provided for the purpose of performing audits and inspections. The Family Independence Agency or FIA and DIT will provide any reasonable assistance requested by either party or their designee in conducting any such audit, including installing and operating audit software.

2.   Pursuant to being notified of the start of an external or internal audit, review, or investigation, both departments agree to communicate with the other's designated audit representative when the scope of that audit, review, or investigation includes activities performed by or affecting both the departments. Audit representatives will be notified and requested to attend any field close-out or exit meetings where deficiencies, findings, and or recommendations relevant to the services or obligations of the departments are to be discussed. Audit representatives will promptly review any final recommendations and help respond to the findings within the timeframes required by the report issuing entity. The FIA and DIT will develop and agree upon an action plan to promptly address and resolve any deficiencies, concerns, and/or recommendations in such report and undertake remedial action in accordance with such action plan and the dates specified therein."

J.   10.0   Service Reviews

1.   Quarterly (or as needed) reviews will be conducted with the Department's SLA Manager to assess service effectiveness, address service problems, and evaluate service delivery in light of business needs and available resources. Particular attention will be paid to notable deviations from commitments.

2.   As a basis for the review, the IO and Department SLA Manager will collaborate in collecting, analyzing and reporting service data associated with the SLA. A report describing project statuses, issues addressed, decisions made and actions taken will be published within five (5) days of the review meeting.

3.   This review will also include advice from DIT on technology options that have become available that could improve the overall level of service. This review will also serve as an opportunity to identify improvements in performance.

II. AGENCY SUPPORT SERVICES

A. 1.0 New Systems Development

: Effective January 1, 2004, maintenance and support of the MiCSES application will performed by a third party.

1. New system development is work that leads to the creation of new technology solution to fulfill a business need. Application development requests will be submitted through the process developed by the Family Independence Agency or FIA and the IO. Agency responsibilities will minimally include:

a. Development of the project feasibility document, which shall describe the general business problem being solved. This document must include Agency authorized signatures and funding source. Prior to proceeding with the project, the Agency shall be responsible for developing the project charter, with assistance from DIT. This document must identify:

1) Project scope.
2) DIT and Agency Roles and responsibilities.
3) Project management and project ownership.

2. Where DIT resource (staffing) conflicts exist, the Agency must re-prioritize current projects and current maintenance efforts to accommodate new system development.

B. 2.0 Application Maintenance and Support

1. Enhancement and maintenance requests will be submitted through the process developed by the Family Independence Agency or FIA and the IO. Application maintenance and support includes the following:

a. **Enhancement** sub-divided as follows:

1) Major Enhancement: involves significant new requirements, but does not alter the overall makeup of an existing solution. This may entail adding, changing or deleting functions for the existing solution. Major enhancements will usually cause an impact to the business, organization or architecture and may require significant cost, effort, and time to complete. Examples may include migration to a new application platform, adding new interfaces, or re-designing a database.

2) Minor Enhancements: involves adding new requirements against an existing solution, but have minimal impact on the business, organization, or architecture. Examples may include updates to data tables, updating a field on an HTML view, or updating a module that was originally changed via an emergency fix.

b. **Maintenance** sub-divided as follows:

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1) Corrective Maintenance: includes work that is initially spawned by a problem incident report and is generally referred to as a "fix." Involves changes made to application code in support of new or changed system software. Cost and effort are relatively low. This work may be initiated to provide a complete fix after an emergency fix was performed.

2) Emergency Fix: defined as the occurrence of a problem that must be addressed immediately, such as the disruption of a system or application.

   a) *Urgent* – life and death situations.
   b) *High* – public impact, significantly impacts a large number of users, or inability to meet deadlines for statutory payments.

   c) *Medium* – all other situations that have impact on users.

3) Perfective Maintenance: involves work that is initiated in order to avert foreseeable problems, improve performance, quality, reliability, efficiency, usability, or maintainability of an installed solution. An example may be performance tuning.

DIT will be responsible for on-going system maintenance, unless altogether otherwise outsourced to a vendor, for the duration of this agreement. Should system maintenance obligations impact the delivery of new systems, or resources not available within the existing staffing structure, the Agency will be responsible for prioritizing maintenance efforts.

c. **Support:** Work related to the production application such as end user assistance, routine tasks or monitoring of the production application. Examples may include on-call support, adding or changing user access to the application, production scheduling, and responding to end user questions or emails.

III. CRITICAL APPLICATIONS

A. The following applications are considered critical to the agency, and detailed service level agreements are included in **Appendix A**:

1. Local Office Automation (LOA2)
2. Customer Information Management Systems (CIMS)
3. Automated Social Services Information & Support System (ASSIST)
4. Provider Payrolls
5. Services Worker Support System (SWSS)/Adoption and Foster Care Analysis and Reporting Systems (AFCARS)
6. Adult Services Comprehensive Assessment Program (ASCAP)
7. Client Cash Benefit Issuance (PA Payroll)
8. Child Support Enforcement System (CSES) *

*note: Effective January 1, 2004, maintenance and support of the MiCSES application will be performed by a third party.

IV.   DISTRIBUTED PROCESSING OPERATIONS

A.   1.0   Overview

1.   The Distributed Processing Operations (DPO) Division within the DIT is responsible for the planning, design, engineering and operations of all local area networks for the State of Michigan. DPO also provides server and application hosting services, e-mail service, file and print services, operating system support, maintenance support, software and hardware technology refreshment services in a variety of different facilities in a distributed environment.

2.   DPO services are typically provided on a 5 X 12 basis; however, the Agency has the option to extend coverage via an on-call service.

3.   DPO also provides mainframe job scheduling, operations and data entry services.

B.   2.0   DPO Services

1.   DPO provides the following types of services to Agencies:

Facilities Management	Network Management
Server Procurement	Job Scheduling/Execution
Server Software Installation	Maintenance Agreements (SW & HW)
Asset/Configuration Management	Server / HW Capacity Planning
Server Installation/Setup	Service Request Management
Server Backup/Recovery	Software Problem Management/Patch Process
Server Documentation	Print Services
Server Security	Operations Metrics/Utilization Reporting
User Profile Management	Application Server Support
Performance Tuning	Server Software Distribution
Server Monitoring and Corrective Action	Change Control

C.   DPO Monthly Costs

1.   DPO charges for FY04 are costs directly associated with the delivery of the services listed above. These charges include three types of costs: Payroll, Program Administration, and Support Costs.

a.   **Payroll** consists of actual payroll charges for the pay periods ending during the invoice month. DPO staff is charged to an agency as dedicated to the agency, allocated to the agency, or based on a time distribution.

b.   **Dedicated**: Costs of DPO employees working full-time for a single agency.

c.   **Allocated:** Costs of supervisors and managers are allocated based on salary costs of employees in their reporting organization.

d.   **Time Distribution:** Some DPO employees provide services to multiple [13]

agencies. For these employees, their costs are distributed as a percentage or time worked for each agency.

e. **Program Administration (PA)** expenditures are costs incurred by program management in the delivery of DPO services. An example of such cost is the Director of Distributed Processing Operations. Costs incurred by the Director of Distributed Processing Operations are allocated to agencies as a function of Agency Services' direct salaries.

f. **Support** costs are expenditures such as travel, telephones, pagers, copier rental, office supplies, and other CSS&M related to the staff in the DPO organization.

V.   IT PROCUREMENT

A.   1.0   Overview

1.   Contract & Procurement Services provides agency-specific and enterprise-wide procurement and contract management services for IT commodities and services. MAIN processing activities, vendor interaction, and State approval/reporting requirements are handled by DIT Contract & Procurement Services.

B.   2.0   Contract Management Services

1.   DIT Contract Management Services is responsible for processing all IT related contractual service requests, and ensures that the services provided meet contract specifications. In serving these IT needs, DIT Contract Management Services include the following:

a.   Assist Agency in developing and renewing IT contracts.

b.   Work with Agency and project managers in identifying IT needs and developing statements of work.

c.   Coordinate with DMB to determine most appropriate contract vehicle to obtain services.

d.   Develop contract language for Request for Proposal, Invitation to Bid, and Sole Source contracts.

e.   Work with Agency procurement and personnel staff to obtain Department of Civil Service approval, via CS-138, if needed.

f.   Participate with the Agency in pre-bid meetings, oral presentations, and joint evaluation committee process and vendor selection.

g.   Review contractor's detailed work plan to ensure it will result in meeting the objectives and tasks stated in the contract.

h.   Act as liaison between Agency and Contractor in order to foster mutual understanding of the respective roles and responsibilities of the contractor and the Agency.

i.	Prepare contract portfolio and status reports to share with management staff regarding contract management and activity.

j.	Monitor contracts with existing vendors and make recommendations on extensions and renewals using uniform analysis.

k.	Manage contract change requests.

l.	Monitor financial data for each contract to ensure that contract is on budget. Alert Agency of anticipated shortfall on a timely basis.

m.	Monitor all contract activity to ensure compliance with contractual obligations and DIT strategic direction.

n.	Leverage resources and create documentable cost savings by establishing contracts using a best-practice, best-price, and best-value mindset.

o.	Promote proactive management of the IT contract portfolio through valued partnership and foster an enterprise-wide perspective.

p.	Coordinate funding approvals.

q.	Adhere to Executive Directives/Executive Orders, DIT and Agency-specific requirements in processing IT contractual service requests.

r.	Process approved agency contractual service requests in a timely and efficient manner.

C.	3.0	Procurement Services

1.	DIT Procurement Services covers the purchase of all non-delegated IT commodities and services for State agencies. (Second paragraph moved)

2.	The DIT Procurement Services Section performs all MAIN-related functions for IT procurements. These include requisitions, purchase orders, change orders, receivers, and cancellations. DIT Procurement Services will issue Agency-specific procurement requisitions in a designated MAIN ADPICS department number and route those documents for view and approval by the Agency, based on approval path information provided by the Agency. DIT Procurement Services will notify end users of request status throughout the procurement.

3.	**In serving the IT procurement needs of the Agency, DIT Procurement Services will:**

a.	Adhere to Agency-specified approval requirements for IT purchases;

b.	Provide a variety of methods for Agencies to request the purchase of desktop commodities, including telephone requests, e-mail, fax, ID-mail requests;

c.	Process approved Agency procurement requests through appropriate DIT approvers in a timely and efficient manner

d.   Manage IT assets to maximize use of available IT equipment prior to purchase of any equipment.

e.   Check published on-hand stock status for items that can be redeployed free of charge before procuring new items using Agency funds;

f.   Procure commodities that meet published enterprise standards;

g.   Use a variety of procurement methods, including the MAIN system and procurement cards, to purchase items at the most favorable cost and value;

h.   Notify the Agency of procurement request status;

i.   If requested, use Agency-specific coding in selected fields of MAIN coding blocks to assist the Agency in processing and reconciling its monthly invoice;

j.   Establish and maintain a MAIN ADPICS department approval path to route Agency-specific purchases for approval and viewing by Agency staff;

k.   Work with the Depot to perform the receiving function for commodity purchases;

l.   Adhere to State Executive Directives and instructional memoranda regarding the approval, processing, and reporting of IT commodities;

m.   Expedite orders as quickly as administratively possible for urgent Agency requests;

n.   Coordinate procurement efforts with those of DIT Infrastructure Services, Agency Services, and Administrative Services to streamline receipt, delivery, and billing for commodities;

o.   Provide procurement contact names and instructional media to Agency staff regarding DIT procurement methods. If requested, meet with and train Agency staff on DIT procurement processes;

p.   Work cooperatively with DIT Infrastructure Services to maintain warranty and maintenance agreements for software and hardware serving the Agency;

q.   Strive to lower Agency costs for licensing and maintenance purchases by combining procurements for volume discounts;

r.   Process assigned invoices in a timely manner and work proactively with DMB Accounts Payable staff to ensure timely, accurate payment of vendor invoices.

4.   **The Agency will be responsible to:**

a.   Enter Account Code (AC3) information into purchase orders in the approval path, if the Agency chooses to request AC3 coding for its IT purchases;

b.   For IT desktop commodity purchases, supply information identifying the end user's name, phone number, and physical location to assist in notification, delivery, installation, and inventory tracking;

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c.   Provide Agency-specific ADPICS department number and level number for inclusion in the DIT approval path;

d.   Provide DIT Procurement with current information on Agency-designated signatories and approvers for DIT-0015 (Procurement Request) documents and Client Service Center Procurement requests;

e.   Indicate whether funding for each procurement request is included in the IDG and identify funding source;

f.   Comply with the requirements of the End User Computing freeze on desktop commodities by providing a business case for any desktop commodity request that includes some portion of general fund monies.

5.   Charges to the Agency for Procurement Staff will be based on the percentage of transactions processed for the Agency by its designated procurement liaison(s) and related percentage of the supervisor and overhead costs. Remedy statistics may be used to calculate number of transactions processed for the Agency.

VI.   SECURITY SERVICES

A.   1.0   Security Services Overview

1.   Security Services cover the development, maintenance, implementation, and enforcement of security-related policies and procedures for State Government IT resources.

2.   It also includes incident management, monitoring, and interaction with non-State of Michigan security entities to insure that the State's IT infrastructure is safe from entities outside State Government as well as within State Government.

3.   Base Services are charged to the Agency via overhead and refer to any service provided without direct charges to the Agency.

4.   Premium Services are billed to the Agency via an invoice and refer to purchased services provided to the Agency.

B.   2.0   Scope

1.   Development of security-related policy and procedures.

2.   Coordination, implementation, and enforcement of all related security policies.

3.   Monitoring of security processes.

C.   3.0   Security Services

1.   Security Awareness and Assessment

a.   Essential Base Services:

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Development of Security Guidelines and Standards

1) Development of guidelines and standards to meet state and federal security obligations and needs.

2) Coordination of DIT Security agreement processes with agencies.

3) Provide security-related tools, such as training material, etc.

4) Research new security technologies and make recommendations for new processes.

b. Premium Services:

1) Coordination of Security with agencies, including awareness promotion: Work with agencies to promote security awareness.

2) Enterprise Risk Assessment: Conduct enterprise-wide Rapid Risk Assessment.

3) Assessment & Management of Application Risk:

c. Assessment of application risk: Assist agencies in evaluating degree of security-related risk.

d. Development of mitigation plans: Provide assistance to customers toward development of mitigation plans to address identified risks.

2. Passive Monitoring of IT Security Environment

a. Essential Base Service:

1) Monitoring of State Firewalls

a) Provide oversight responsibility for the security of the State's infrastructure.

b) Provide final approval on firewall rule changes in accordance with State Standards and guidelines.

2) Provide Security Alert Services

a) Monitor, evaluate and publish industry security events and vulnerabilities to Agencies.

b) Provide network intrusion detection.

c) Monitor security breaches and provide information to agencies as warranted.

3) Hardware Security Scanning Services

a) Coordinate scanning of systems within SOM for possible vulnerabilities.

b) Provide recommendations to resolve known vulnerabilities.

4) Virus Protection

a) Coordination of virus protection, detection and suppression at the PC, server and network level.

5) General Security Monitoring

a) Provide reports to agencies on security violations as well as policy infractions.

b) Provide IDS services on DIT supported platforms.

c) Coordinating application of federal security programs, such as Homeland Security (focused on "all threats" approach).

3. Active Monitoring of IT Security Environment

a. Essential Base Service:

1) Perform IT Risk Assessment Services

a) Perform risk assessment of DIT infrastructure facilities in accordance with State policy and standards.

b) Perform on-demand risk assessment service, as needed within DIT for new or changing infrastructure facilities.

c) Document risk assessments for management review and response.

2) Audits of Access Privileges

a) Audit access codes and usage on platforms within DIT based on Security policies and standards.

b) Provide information for coordination with customers on customer access rights and privileges.

c) Assist customers with agency audits relating to IT platforms and/or applications. This assistance may involve IRS audits, Auditor General Audits, etc.

b. Premium Services:

1) Ethical Hacking - Conduct ethical hacking against DIT platform resources to assist in determining level of risk for intrusion, firewall protection and make recommendations on remediation strategies.

        2)   User Monitoring - On-demand monitoring of users. In specific circumstances, it may be necessary to monitor specific users to address suspected illicit or fraudulent use of IT resources.

        3)   Health Information Portability Protection Act (HIPPA) - Ensure compliance with HIPPA regulations.

        4)   Security Accreditation of Computer Systems - Facilitate security accreditation and certification of computer systems.

        5)   Formal Security Training / Awareness.

        6)   Homeland Security Incident Coordination Issues/Response. –

    4.   Coordination of Physical Security for DIT Facilities

        a.   Essential Base Service:

        1)   Provide oversight responsibility for the security of the State's physical IT infrastructure.

D.   4.0   Disaster Recovery Services Overview

    1.   *The Disaster Recovery and Emergency Management Services* addresses DIT's responsibility regarding planning, developing and executing disaster recovery capabilities.

    2.   These services also address offering assistance to the agency toward development of their business resumption plan responsibility. DIT can leverage its disaster recovery planning expertise to provide assistance to its plans and processes. While both the development and execution of business resumption is clearly an agency responsibility, DIT will assist customers in dealing with this responsibility.

E.   5.0   Scope

    1.   Assist in the creation of disaster recovery plans and processes and creation and maintenance of a disaster recovery hardware environment.

    2.   Bring hardware and systems back online in the event of a disaster for critical application infrastructure.

    3.   Assist toward development of business resumption plans and processes.

F.   6.0   Disaster Recovery Services

    1.   Development and Maintenance of Disaster Recovery Plan

        a.   Essential Base Service:

        1)   Maintenance of Disaster Recovery Plan - For critical business and DIT processes, creation of a disaster recovery plan covering:

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a) Maintenance of existing disaster recovery plans.

b) Distribution of the disaster recovery plan.

b. Premium Services:

1) Development of Disaster Recovery Plans - For critical business and DIT processes, creation of a disaster recovery plan covering:

a) Development of disaster recovery plans specific to each platform/process.

b) Distribution of the disaster recovery plan.

2. Testing of Disaster Recovery Plan

a. Essential Base Service:

1) Testing of Disaster Recovery Plan - Coordination of testing process with DIT infrastructure support and customer as required. This includes:

a) Testing of applications, network availability and output.

b) Ensuring that adequate Disaster Recovery testing is accomplished to meet customers' business requirements.

b. Premium Services:

1) "Table-Top" Testing - Panel review of Disaster Recovery Plan to verify plan validity (content, information, sequence, etc.).

2) Simulation Testing - Full-blown simulation of Disaster Recovery Plan execution to verify validity, completeness and effectiveness.

3. Execution of Disaster Recovery Plan

a. Essential Base Service: None.

b. Premium Services:

1) Declaration of an EMERGENCY - Based on customer need and circumstance, DIT is responsible for the declaration of an emergency.

a) Provides 'over and above' normal business response for the specific systems or applications for which the emergency has been declared.

b) Escalation to 7 X 24 coverage from on-call individuals.

2) Declaration of a DISASTER - Based on customer need and circumstance, DIT is responsible for the declaration of a disaster. **NEED TO** 21

3) Execution of Disaster Recovery Plans and Processes - Carry out efforts necessary to implement a Disaster Recovery effort based on the requirements defined in the Disaster Recovery plan to ensure that the DIT Services meets pre-defined Agency Business Resumption Process requirements (may include the desktop, telecom, and distributed server environments).

a) Re-establishment of infrastructure required to support business resumption.

b) Re-establishment of data access.

4. Assistance toward Development of Business Resumption Plans and Processes

a. Essential Base Service:

1) Assistance to agencies toward development of their business resumption plans and processes.

2) Coordination of business resumption planning process with DIT Infrastructure support, Agency Services and Customer as required.

3) Ensure that all infrastructure issues identified in the Business Resumption Process as being critical are involved in the development process (may include the desktop, telecom, and distributed server environments).

5. Other Disaster Recovery Services

a. Essential Base Service:

1) All other disaster recovery and assistance toward development of business resumption processes.

VII. ENTERPRISE APPLICATION SERVICES

A. 1.0 Overview

Enterprise Application Services provides application development and support for technical applications and services impacting several agencies and the enterprise (all agencies), including Human Resource Management Network (HRMN), DCDS, ADPICS, RSTARS, Michigan.gov, e-stores, Vignette, and Senior Project Management.

B. 2.0 Development and Enhancement Services

1. Development and enhancement services to the Human Resource Management and Finance applications including HRMN and DCDS are prioritized by the Civil Service Department. MAIN (ADPICS and RSTARS) services are prioritized by the Office of Financial Management.

2. New Development projects and enhancements to enterprise or multiple agency solutions including Michigan.gov applications are provided upon request by agencies.

3. **Billing and Funding**

   a. HRMN and DCDS are funded by the Civil Service Department; MAIN is funded by the Office of Financial Management of the Department of Management and Budget. Development and enhancement services are billed based on the scope of work requested and funding available by the requesting agency.

   b. The billing rate will be an hourly rate for staff based on expertise:

      1) Project Manager
      2) Jr. Project Manager/Special Projects Lead
      3) Sr. Technical Analyst
      4) Analyst/CMA Specialist

4. **Obtaining Services**

   a. An established procurement request identifying the rates, work to be performed, responsibilities and funding source and approval will be signed by the Information Officer, and the Requestor for each project.

C. 3.0 Michigan.gov

1. The Michigan.gov portal group provides hosting services including the production server environment and support at a 99.9% availability, and a test server, licenses and support.

2. Support Services for Michigan.gov include:

   a. Formal training and expertise in Vignette to all end users.

   b. Technical expertise in Vignette, Surfaid and Inktomi for all technical resources.

   c. Graphical User Interface Michigan.gov Standard support (banner and graphics).

   d. State of Michigan web application monitoring and review for consistency in security, privacy, look and feel, usability.

   e. Routine and on-request statistical reports.

   f. Web user interface design expertise and support of the user interface look and feel of the portal.

   g. Vignette Application maintenance and small enhancements.

   h. Maintain the contact Michigan e-mail box and either answer the e-mails or redirect them to the agency or office that can best reply to the query.

   i. Support Governor's Executive Office and Communication Division with ongoing support for the Michigan.gov home page.

3.   Billing and Funding:

    a.   Michigan.gov Portal charges must support entirely the cost of the production and test hosting environments (now 88% of the cost) and the support services staff (now 12% of the cost). Total estimated annual expenses for the Michigan.gov portal is $4,081,000 distributed as follows:

        Production and test hosting charges: $3,586,000
        Support Services Staff: $ 495,000

    b.   Total estimated charges for Family Independence Agency or FIA for October 1, 2003 through September 30, 2004 are estimated at $265,000 based on FY03 rates.

    c.   *Agency charges are based on two factors – each weighted at 50%. These factors will be reviewed and adjusted annually:*

        1)   Content count in Michigan.gov Database on 10/25/02 are representative of the cost of those servers, redundancy and support and the Vignette application.

        2)   Page Views (end user traffic) 9/1/02 through 9/30/02 are representative of the cost of servers and support for Michigan.gov response time, availability and redundancy.

    d.   Charges are not based on the number of websites per agency, the number of authors, editors or publishers, or the number of training or support services.

4.   Obtaining Services:

    a.   Enterprise Application Services supports Michigan.gov customers in several different ways:

        1)   Content Management Administrator (CMA) Training is provided on a regular schedule or, if needed, special training can be coordinated to ensure that agencies have personnel capable of maintaining the agencies' web sites with current information. Training can be scheduled by going to http://w3.michigan.gov/emichigan clicking on CMA and then Training.

        2)   Assistance on CMA problems.

        3)   Requests for URL redirects.

        4)   Maintain the contact Michigan e-mail box and either answer the e-mails or redirect them to the agency or office that can best reply to the query.

    b.   For assistance and any of these items, send a GroupWise e-mail to DIT-EAMS-Web. For immediate assistance from 8:00 AM to 5:00 PM, you can page a CMA expert by calling 341-0999 and leaving your phone number.

5.   Senior Project Manager Services:

a.   The Senior Project Manager is responsible for the successful on-time, within budget and scope, delivery of large ($5,000,000+), complex and strategic State of Michigan projects. They are seasoned and experienced project managers responsible for successful delivery along with providing mentoring and development of Project Management as a discipline within the State of Michigan.

b.   The billing rate for senior project managers is $95 per hour for fiscal year 2004.

6.   Obtaining Services:

Contact your IO.

VIII. DESKTOP SERVICES

A.   1.0   Overview

1.   This section details the services associated with the availability of 'ready-to-use' workstations, including standard or advanced workstations as well as associated peripherals, standard software and applications.

2.   It also covers the activities required to ensure that the workstations, peripherals, software and applications provided are properly supported through their entire lifecycle.

B.   2.0   Roles and Responsibilities

1.   Desktop Services include:

a.   <u>Availability of workstation & standard software</u>, including standard configuration, software and basic office productivity and State of Michigan software and applications;

b.   Availability of non-standard software, in answer to specific agency, position or in some case individual needs;

c.   Model Office service, which ensures that any new application, software or hardware is 100% compatible with existing standards & equipment;

d.   Moves, Adds and Changes service, which deals with the installations, moving and/or removal of workstations and peripherals;

e.   Peripheral support, covers the on-site support for standard peripheral equipment;

f.   Kiosk support, similar to peripheral support but tailored specifically to the kiosks used by the agencies to provide services across the state.

C.   3.0   Client Service Center

1.   As its name implies, Client Service Center essentially provides a portal to all DIT-related service areas via an Enterprise and Centralized Help Desk.

2.   The Client Service Center covers the following:

a. Single point of contact for any form of user support: (to obtain 'break & fix' support, to obtain information about DIT services, to procure new services from DIT such as applications hosting, etc.);

b. Tier 1 user support with a stated goal of resolving the majority of support requests during the initial call ("on the spot");

c. **Tier 2 user support, when applicable, by drawing on other DIT services or Agency programs for final resolution of the issue.**

IX.   CENTER FOR GEOGRAPHIC INFORMATION (CGI)

A.   1.0   Overview

The Center for Geographic Information (CGI) provides leadership, technical expertise, and policy for the development, use, dissemination, promotion and sharing of the state's geographic resources. Charges for CGI fall into two (2) categories: direct agency charges and services charged on an hourly basis.

B.   2.0   Services

1.   New development projects and enhancements to enterprise or multiple agency solutions are provided upon request by agencies. These services are billed based on the scope of work requested and funding available by the requesting agency.   An approved procurement request identifying the rates, work to be performed, responsibilities and funding source and approval will be signed by the IO, and the requesting agency. The billing rate will be an hourly rate for staff as follows:

   a.   Senior Staff: $75 per hour
   b.   Junior Staff: $60 per hour
   c.   Support Staff: $35 per hour

2.   **Selected Services Include**:

   a.   Internet Mapping Services

      1)   Thinking and working geographically provides the advantages of using maps for decision support. Internet Mapping Services provide web tools to create maps, integrate information, visualize scenarios, present powerful ideas, and develop effective solutions. Geographic Information Systems (GIS) on the Internet provides a much more dynamic tool than a static map display. Web-enabled GIS delivers interactive query capabilities such as

         a)   Searching for specific site locations
         b)   Displaying and viewing multiple data sets
         c)   Conducting queries for specialized analysis
         d)   Retrieving specialized data services

      2)   The CGI provides web-specific data development and management services targeting cartographic design and map rendering technologies; Internet Mapping Application development using pre-developed functionality or[26] meeting new, agency-specific requirements; and IMS hosting services that

include G-IT hardware and software maintenance with application versioning upgrades available.

C.   3.0   Project Management

1.   Geographic Information Technology (G-IT) encompasses an understanding of spatial data, cartographic expertise, a specifically targeted family of software and its supporting architecture. Since 80% of State government information has a spatial component, the CGI offers agencies its G-IT expertise for reviewing proposals containing a geographic component and continuing project management services to ensure successful vendor delivery of G-IT requirements.

2.   G-IT User Support

The CGI is committed to supporting and enabling Geographic Information software and equipment users. Both formal and informal assistance and training is available for Geographic Information off-the-shelf software, G-IT equipment such as GPS units, and user training for developed applications. Cartography-related services include custom mapping, development of both standard and custom symbol sets, and standard mapping templates and layers. CGI also provides GIS analysis services tailored to meet agency needs or assists agencies in developing and implementing their own GIS analysis.

3.   Spatial Data Management

The CGI realizes the growing need for managing the ever-increasing volume of State geographic data and offers services to develop data standards for geospatial metadata, locational referencing (examples include address, Public Land Survey System, linear referencing systems, digital orthophotography, Global Positioning Systems GPS and other referencing systems), and web portal standards for the Michigan Geographic Data Library. Standards are designed to leverage data integration and sharing among State agencies. Assistance is available for using, administering, and optimizing SDE (Spatial Data Engine) for data loading, data access, and increased performance. Modeling and design services provide yet another avenue to improve data access and availability.

4.   Product Development, Data Development and Data Integration

a.   CGI provides the following services, including

1) Standard and custom map products;

2) Large-format printing for press conferences, court exhibits, and presentations;

3) Database queries and tabular report compilation that reference geospatial data;

4) Address (and other locational data) cleansing and address matching/geocoding services;

5) Geospatial and related data conversion and migration;

6) Custom geographic data development;

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7) Referencing system and map projection conversions; and

      8) Two-way data integration between the Michigan Geographic Framework and various business data sources.

    b.   CGI also coordinates digital imagery acquisition and development. The CGI administers the State's geographic information web portal including maintenance of the Michigan Geographic Data Library providing access to several State agency-sponsored datasets.

5.   **Michigan Geographic Framework**

    a.   CGI serves as administrator of the "Michigan Geographic Framework". The Geographic Framework is a standardized infrastructure on which all GIS users of 1:12,000 scale map data can build their applications. CGI serves state, regional, county, and local government agencies, private businesses, and the general public. CGI provides technical assistance and consultation services to Michigan's GIS user community.

    b.   Family Independence Agency or FIA is a contributing partner for FY04 and has committed $ 100,000 (estimate based on FY03 rates).

6.   **Service Request Process**

    Contact your IO or Eric Swanson at 517-373-7910.

X.   DATA CENTER OPERATIONS

A.   1.0   Overview

Data and Application Hosting is the ability to provide mainframe/server facilities, Operating System support, maintenance and operational monitoring of customer data and applications.

B.   2.0   Data and Application Hosting

1.   Data and application hosting can be performed either in a centralized or distributed environment, depending on the criticality of the data or applications hosted:

    a.   Centralized hosting in a 7x24x365 data center is provided for data and those applications requiring high availability and/or a need for disaster recovery capabilities. It can also be preferred when a selected application resides on a mainframe or server supported by the data center.

XI.   TELECOMMUNICATIONS

A.   1.0   Overview

1.   Telecommunications involves traditional voice (telephony) and data network backbone connectivity between State of Michigan work locations.

2.   Voice Services addresses all services related to telephony, from basic office and cellular telephony to the design and deployment of elaborate Interactive Voice Response systems (IVR), Enhanced Call Processing (ECP), or Call Centers.

3. The breadth of Voice Services offered depends directly on the degree of involvement that DIT has in its delivery, i.e. whether or not the delivery facilities are managed by DIT rather than by an external service provider.

B. 2.0 Service Levels

1. This translates into three (3) different levels in the breadth of Voice Services that are available to customers:

    a. For most central locations, or locations with a strong concentration of State of Michigan operations (specific buildings within the **Lansing**, **Saginaw**, **Grand Rapids** and **Detroit** areas), DIT manages the voice installations and is accordingly able to offer its full breadth of Voice Services.

    b. For other locations with significant population or concentration of State of Michigan operations (specific buildings within **Flint**, **Jackson** and **Kalamazoo** areas), DIT is able to offer a limited breadth of Voice Services.

    c. For all other locations, the role of DIT is currently limited to negotiating agreements with service providers to deliver the services on behalf of DIT.

2. Data & Network Connectivity covers the connectivity of users to standard State of Michigan data sources and applications such as data center applications, distributed applications and external partners.

3. The Data & Network Connectivity Services are divided into the following services:

    a. Connection of a local network to the State of Michigan "backbone," which provides all users of this local network with access to the different data sources described above;

    b. Different remote connectivity modes, through which users working remotely are able to access their normal data resources;

    c. Different network services such as dedicated connectivity, connection to external partners, etc.

Application Service Level Detail

System Name: **Local Office Automation (LOA2)**
Effective Date: **10/01/03**
Customer: **FIA/Family Support Services Division**

Technology Owner: **Registration Budget Team - DIT/HHS/FIA**

1.) System Description

FIA Local Offices, DCH, hospitals and migrant centers determine eligibility for FIA customers using financial eligibility software available from the LOA2 (Local Office Automation) Menu.

Financial eligibility software is available for the following programs:
- Family Independence Program (FIP)/State Disability Assistance(SDA)
- Child Day Care (CDC)
- Food Assistance Program (FAP)
- Recoupment (Over and Under Issuances) for FIP/SDA and FAP
- Medicaid for the Aged, Blind and Disabled
- Medicaid for Families and Children (including Healthy Kids)
- Medicaid for Married Nursing Home Patients
- Medicaid for Adult Medical Program

The eligibility applications generate notices locally for customers and providers as well as documentation for customer folders, audits and court hearings. All counties and workers have access to all financial results Statewide to help prevent fraud.

Supporting web applications include New Hires Reporting, Medicaid Personal Care Reporting, Medical Expense Reporting, Alerts/Change Tracking, Staff Directory, Child Support Inquiries, SSA Inquiries, Unemployment Agency Inquiry, LINK (connects LOA2 budgets and CIMS transactions), Special CIMS Printing and Release Notes.

Approximately 4000 FIA positions use this software on a daily basis. The software insures that all workers will correctly and consistently across Michigan determine eligibility using the most current policy.

FIA Central Office uses this software for audits and quality assurance reviews.

2.) Processing Mode

These financial and supporting applications are written in web technology (DHTML, Active Server Pages, ADO, VBScript, Visual Interdev, Object Models, SQL) with an Oracle database. Two central transaction servers handle 168,000 web pages daily (12,000-15,000 budgets).
Users have at a minimum the standard FIA Desktop with a standard laser printer.

3.) Functionality Expectations

LOA2 is available to the customer 24 hours a day, 7days a week except for maintenance periods which will be scheduled where possible on weekends or evenings.

Abort resolution and Remedy cases will be handled as soon as possible or by the next business day based on the criticality of the failed process.

DIT will maintain the System functions in place as of the effective date of this SLA. This service ensures the correct operation of the System. DIT will notify the customer that a System change or System maintenance schedules are ready for implementation based upon the customer's time frame.

4.) System Back Up

DIT is responsible for providing server (IIS and Oracle) backup and recovery methods. Backups and or partial backups are completed daily, Monday through Friday. Both server environments have multiple servers to support balanced processing and data retrieval and storage. If one server goes down, the remaining server can function independently until the repair is completed.

Application Service Level Detail

System Name: **Customer Information Management System (CIMS)**
Effective Date: **10/1/03**
Customer: **Family Independence Agency or FIA (FIA)**

Technology Owner: **Customer Management Team DIT/Application Systems Development Division**

1.) System Description

The Customer Information Management System (CIS/CIMS) is a mainframe application on the Bull mainframe computer, and includes interface transactions to the Automated Social Services Information System (ASSIST) application on the Unisys Clearpath. CIMS is the backbone of the Family Independence Agency or FIA (FIA). Ultimately, it is the means and the method for delivering the majority of benefits to FIA customers.

It is accessed daily by most of the FIA and DCH staff as well as many non-state, outside entities. CIMS encompasses several client eligibility transactions operating on-line/real-time. These transactions include opens, changes and closures for Family Independent Programs (FIP), Food Assistance Programs (FAP), Medical Assistance programs (MA), State Assistance programs (SA), and Adult and Child Services programs. Other non-FIP changes include retroactive Medicaid and changes to recipient biographical data, as well as accommodating prior authorizations, retroactive MA authorization and Automated Recoupment System (ARS) online transactions.

Many systems provide input through both on-line and batch functions to the aggregate CIMS database. CIMS processes this data to ensure accuracy, correctness and ensure integrity. The CIMS database is wholly contained on the BULL mainframe file system. CIMS transactions access different file types to perform the numerous functions to deliver the required services to the Citizens of Michigan.

2.) Processing Mode

The system operates on the Bull mainframe through the Bull proprietary Transaction Processing system. The on-line transaction programs are written in COBOL. A web-browser (HTML) interface presentation is accomplished through the use of third party "screen- scraping" software, GWEB, running on two load balanced Servers utilizing the LINUX operating system. Access to the system is through a PC's web browser. These PC's are located throughout all counties and are connected to the State's Intranet Network. Approximately 10,000 agency staff utilize the system daily.

Other internal system transactions and file maintenance are accomplished by Department of Information Technology (DIT) staff through the use of GLINK, an emulation software package that allows direct access to the BULL mainframes and the files contained there in.

3.) Functionality Expectations

CIMS is available 7 a.m. to 7 p.m., Monday through Friday. Saturday time is scheduled by user request. 24 x 7 "Inquiry" access is provided for specific types of users. Daily batch updates are processed during evening hours after each on-line session. File saves of varying types are done at specified times.

DIT will maintain the System functions in place as of the effective date of this SLA. This service ensures the correct operation of the System. DIT will notify the customer of system changes or system maintenance schedules that are ready for implementation based upon the customer's time frame.

4.) System Back Up

DIT is responsible for providing the backup and recovery method for this application based on the following customer requirements:

1. Continue all existing back-ups of mainframe data files and server files that are in place as of the effective date of this SLA.

Application Service Level Detail

System Name: **Automated Social Services Information System (ASSIST)**
Effective Date: **10/1/03**
Customer: **Family Independence Agency or FIA (FIA)**

Technology Owner: **Customer Management Team DIT/Application Systems Development Division**

1.) System Description

The Automated Social Services Information System (ASSIST) is an application which runs on the Unisys ClearPath mainframe computer, and includes the interface transactions to the Customer Information Management System (CIS/CIMS) application on the Bull mainframe. ASSIST is the point-of-entry for collection of data used in benefit determination for Public Assistance and services. Applications are registered, customer demographic data is collected, TANF data is collected, cases are assigned and reassigned to FIA workers in the field offices, and alerts are generated to workers to provide an automated means of accomplishing work on time. Staff in FIA Local county offices, central office, and DCH access ASSIST. It provides automated address clearance and name clearance functions to allow for customer look-up. Batch reports provide workers with information about case ownership and movements within the agency.

ASSIST interfaces data to and from the Customer Information Management System, CIMS, which runs on the Bull mainframe. A real-time Send interface sends data to CIMS which provides information about customers and registrations of new programs. A Batch Receive interface receives a file from the Bull at 20 minute intervals allowing for status updates to cases and customers. An interface with PostalSoft, an address validation package running on a server at DCO, allows for address validation and standardization. Data is transmitted to The Department Of Career Development twice daily that allow automated referals of applicants for work. Files are also transmitted to the Data Warehouse daily and monthly. Field and screen help are available through an interface to an Oracle database.

2.) Processing Mode

The system operates on the Unisys ClearPath mainframe through the Unisys proprietary Transaction Interface Processing (TIP) system. The on-line transaction programs are written in APS, which generates COBOL85 source language. Users access the application via a client application running on the users' workstations. The client application is written in APS, which generates MicroFocus COBOL source language. Access to the system is through PC's, located throughout all counties, connected to the State's Network. Approximately 10,000 agency staff utilizes the system daily.

3.) Functionality Expectations
ASSIST is available for inquiry access 24 X 7. Users may enter updates 7 a.m. to 7 p.m., Monday through Friday. Saturday time is scheduled by user request. Daily batch updates are processed during evening hours after each on-line session, excluding scheduled Saturday sessions. Database saves of varying types are done at specified times. A complete database save of the DMS1100 database is taken on Saturday night after 22:00 hours (10 PM). Incremental database saves of updated pages are taken immediately following nightly Batch. Non-database files are all saved on Saturday evening. Saves of updated files are taken nightly, Monday through Friday at 19:00 hours (7 PM).

DIT will maintain the System functions in place as of the effective date of this SLA. This service ensures the correct operation of the System. DIT will notify the customer that a System change or System maintenance schedules are ready for implementation based upon the customer's time frame.

4.) System Back Up
DIT is responsible for providing the backup and recovery method for this application based on the following customer requirements: continue all existing back-ups of mainframe data files and server files that are in place as of the effective date of this SLA.

Application Service Level Detail

System Name: **FIA Provider Payrolls**
Effective Date: 10**/01/03**
Customer: **Family Independence Agency or FIA (FIA)**

Technology Owner: **Provider Payments/MAIN Team - DIT**

1)   System Description

The purpose of these systems is to provide financial subsidy to providers of Child Daycare, Adult and Child Foster Care, Adoptive Parents, Leader Dogs for the Blind and Home Help, plus supplemental payments for utility vendors and landlords. In addition payments to Disability Determination Service providers are also supported.

The CDC Payroll (program series CH-CI) and the Model Payments System Payroll run on a weekly basis and issue benefits to various providers.

The Adoption Subsidy Payroll (program series AD/AG) runs monthly and issues subsidy benefits to adoptive parents.

The Energy Payroll (program series ES) runs on a monthly basis and issues payments to energy vendors for credit to customers' utility accounts.

The Consolidated Vendor (program series CW) runs on a weekly basis and issues payments to major utility vendors for credit to customers' utility accounts.

The Customer Payroll (program series GA) runs on a scheduled basis and one function of that process is the issuance of payments to landlords for credit to customers' housing accounts.

The DDS Payroll (program series YE/YG) runs on a daily basis and issues payments to SSA approved providers of service to disabled SSI customers.

2.) Processing Modes

All the program series except the DDS Payroll, run on the Bull platform as scheduled batch activity. CDC Providers are able to file invoices for payment via telephone (IVR) and the internet (I-Billing). All CDC payments may be made in the form of EFT payments.

The DDS Payroll program series operate on the IBM AS/400 system located in the 2nd floor server room of the Grand Tower and run as a scheduled batch activity.

3.) Functionality Expectations

These Payroll systems are available to the customer on predefined schedules. The customer approves these schedules in advance.

DIT will maintain the System functions in place as of the effective date of this SLA. This service ensures the correct operation of the Systems. DIT will notify the customer that a System change or System maintenance schedules are ready for implementation based upon the customer's time frame.

4.) System Back Up

DIT is responsible for providing a backup and recovery method for this application based on the following customer requirements:*

Important information created during the payroll processes are captured on tape backups and stored for up to 60 days. This information can be utilized if necessary during the monthly reporting processes. All payments are recorded to the Payment History File which contains a seven year history available on-line with additional years available upon request.

*As of the effective date of this SLA, there is no failover backup for the CDC IVR system. In the event of failure of the existing system, all CDC providers would have to use the Internet Billing system.

Application Service Level Detail

System Name: **Services Worker Support Systems (SWSS)**
Effective Date: 10**/01/03**
Customer: **Family Independence Agency or FIA**

Technology Owner: **Services Area – DIT/FIA Systems Development**

1.) System Description

SWSS encompasses the following systems: SWSS-FAJ, SWSS-Children, Wayne County Intake and Referral, CPS2070, Adoption Subsidy, Central Registry, PSMIS, and AFCARS reporting. This group of systems that is used by FIA staff to collect, maintain, and report on data for children's services, including Intake and Referral for Children's Protective Services as well as Foster Care, Adoption, and Juvenile Justice. These systems are federally mandated along with certain reporting that is generated from them.

SWSS-FAJ is used to collect and maintain Foster Care, Adoption and Juvenile Justice data. There is an interface from SWSS-FAJ to CIMS. Certain data elements trigger electronic reminders for the workers to complete specific actions. SWSS-FAJ automatically determines funding. Payment authorizations for Foster Care are done through the SWSS-FAJ system.

SWSS-Children is used to collect and maintain referral data for protective services. Workers complete assessment on the system to determine the level of service to be provided to a family. Data is sent to SWSS-FAJ when a decision has been made to place a child in Foster Care.

Wayne County Intake and Referral is used by Wayne County to process children's protective services referral data.

CPS2070 is a process that updates the Protective Services Management Information System (PSMIS) and Central Registry.

Adoption Subsidy is used to provide and track adoption support payments.

Central Registry is a highly confidential system that contains information about perpetrators and victims of abuse.

Adoption and Foster Care Analysis and Reporting Systems (AFCARS) is a federally required reporting system for Adoption and Foster Care.

2.) Processing Mode

SWSS-FAJ system has an Oracle database backend with a Visual Basic 6 front end. It interfaces with the CIMS system using the IIS server. A second interface is with the Model Payments System utilizing the Web8 gate. Authorizations are passed from SWSS-FAJ and stored on the Model Payments database. A batch process runs which creates the Foster Care payroll.

SWSS-Children is a MAPPER system that is server based in each county.

Wayne County Intake and Referral is a Visual Basic 6 system with a HP Oracle backend.

CPS2070 is a Visual Basic 6 front-end that passes data to CIMS and eventually the PSMIS database.

Adoption Subsidy is currently an Access system being rewritten into a Visual Basic 6 system with an Oracle database backend.

Central Registry is a BULL mainframe COBOL system with 3 transactions available.

AFCARS is a Business Objects system that uses the data warehouse.

3.) Functionality Expectations

All the applications are available daily from 07:00am to 07:00pm and on agreed upon Saturdays. The Wayne Intake and Referral, SWSS-FAJ, SWSS-Children, and Adoption Subsidy are available 24 hours, 7 days a week Abort resolution will be handled as soon as possible or by the next business day based on the criticality of the failed process. DIT will make any necessary changes to enable the system to continue with current functions while adjusting to the Agency holiday work schedule and when specifically requested or needed by the customer.

DIT will maintain the System functions in place as of the effective date of this SLA. This service ensures the correct operation of the System. DIT will notify the customer that a System change or System maintenance schedules are ready for implementation based upon the customer's time frame.

4.) System Back Up

DIT is responsible for providing a backup and recovery method

Application Service Level Detail

System Name: **Adult Services Comprehensive Assessment Program (ASCAP)**
Effective Date: 10**/01/03**
Customer: **Family Independence Agency or FIA**

Technology Owner: **Services Area – DIT/FIA Systems Development**

1.) System Description
ASCAP is a system used by Adult Services workers in FIA. This system collects and maintains placement data for Adult Foster Care and Homes for the Aged as well as coordination of Home Help data. Authorizations for payment are done through this system as well. This system interfaces data to the Model Payments mainframe system.

2.) Processing Mode
ASCAP has an Oracle database backend with a Visual Basic 6 front end. It interfaces with the Model Payments System utilizing the Web8 gateway.

3.) Functionality Expectations
The application is available daily from 06:00am to 07:00pm and on agreed upon Saturdays. The database may be taken down for routine maintenance during the off hours. DIT will make any necessary changes to enable the system to continue with current functions while adjusting to the Agency holiday work schedule and when specifically requested or needed by the customer.

DIT will maintain the System functions in place as of the effective date of this SLA. This service ensures the correct operation of the System. DIT will notify the customer that a System change or System maintenance schedules are ready for implementation based upon the customer's time frame.

4.) System Back Up
DIT is responsible for providing a backup and recovery method for this application.

Application Service Level Detail

System Name:	**FIA Client Cash Benefit Issuance (PA Payroll)**
Effective Date:	10**/01/03**
Customer:	**FIA**

Technology Owner: **Client/Vendor Payments Team - DIT**

1.) System Description

This is a system to provide the issuance of cash benefits to FIA customers. Within the PA payroll system ongoing cash benefits are issued as an EBT payment accessible to FIA customers by using the Bridge Card through Citicorp EBT. The PA payroll also allows for the redirection of grant monies for vendored services, arrearage payments and recoupment of overpayments to FIA customers. The DL and SSI payrolls issue cash benefits to FIA customers in the form of a mailed warrant.

The PA Payroll (program series GA) runs on a daily basis and issues benefits to FIP and SDA customers. These benefits are file transferred to Citicorp EBT to make the benefits available to the customers EBT Bridge Card.

The CSES Payroll (program series DL) runs based on a published schedule and issues Child Support benefits that are sent to the Consolidated Print Center for the warrant printing.

The SSI Payroll (program series HR) runs on a quarterly basis and issues benefits to customers on Supplemental Security Income, which are sent to the Consolidated Print Center for the warrants printing.

2.) Processing Modes

All 3-program series run on the Bull platform as scheduled batch activity. Input for the GA series are made through the FIA CIMS Online system while the DL and HR series receive requests via tape from CSES and SSA respectively.

3.) Functionality Expectations

The PA Payroll system is available to the customer on a predefined schedule. This schedule handles two regularly scheduled issuance per month per FIA case ending digit for FIP and SDA cash programs. The client approves this schedule in advance. The CSES and SSI payrolls are also scheduled based on input received from CSES and SSA.

DIT will maintain the System functions in place as of the effective date of this SLA. This service ensures the correct operation of the System. DIT will notify the customer that a System change or System maintenance schedules are ready for implementation based upon the customer's time frame.

4.) System Back Up

DIT is responsible for providing a backup and recovery method for this application based on the following customer requirements:

Important information created during the payroll processes are captured on tape backups and stored for up to 60 days. This information can be utilized if necessary during the monthly reporting processes. All files received from CSES and SSA are maintained for up to a year in case of the need to reprocess either of these payrolls. All payments are recorded to the Payment History File which contains a seven year history available on-line with additional years available upon request.

State of Michigan, Department of Information Technology (DIT)
Service Level Definitions
7/3/03 Draft

1. Client Service Center

Service Definition

The Client Service Center (CSC) is designed to be a client's initial point of contact for information technology questions, requests and problem resolution. Clients may contact the Client Service Center by phone, fax or email at the following:

> Phone at 241-9700 and 1-800-968-2644
> Email at DITService@michigan.gov
> FAX at 241-8439

Service Levels

The Center accepts calls M-F 7:30 am – 5 PM. After hours urgent calls are transferred to the DIT Enterprise Help Desk. Service Center representatives are skilled in handling calls concerning

- Broken or inoperable desktop equipment
- Desktop software problems or questions
- Telephone or network problems or questions
- Requests for services provided by DIT, including procurement, installs, moves, adds or changes to desktops
- Agency application problems or questions

The priority assigned to any given problem will be on a three-tier scale - Urgent, High, and Medium and Low

- URGENT   Issue / problem has potential to cause loss of life / risk of Injury
- HIGH   Directly Affects the Public or a large number of users are down
- MEDIUM   All other problems or service requests with a deadline
- LOW   All other problems or service request without a deadline

Performance Indicators

The Client Service Center will acknowledge, resolve or refer all requests received by phone, e-mail or fax within 15 minutes of initial contact. A resolved request would be one that the Client Service Center representative was able to handle to the Client's satisfaction. A referral would be a request that the Client Service Center representative handed off to the 2nd level support for resolution. The Client Service Center will be able to provide acknowledgement of a request by responding to the Client via e-mail when a remedy ticket was initiated and placed in work-in-progress status or referred to 2nd level support.

When 2nd level support is required, acknowledgement to the client of the ticket will occur within
> 15 minutes for Urgent priority tickets
> 20 minutes for High priority tickets
> 60 minutes for Medium priority tickets

2.   Desktop Services

Service Definition

Desktop services encompasses all aspects of maintaining and supporting the desktop PC, including

- Desktop / laptop hardware and software problems
- Printers and other peripherals problems (for example, printers, DOMS, scanners, PDAs, external disk drives)

DIT purchases a standard set of desktops/laptops as defined in the State of Michigan's EUCN contract. These systems come with a manufacturer's on-site warranty for three years.   Older equipment such as AST's or MAC's that are out of warranty is also supported by Desktop Services. All equipment failures are to be reported to the Client Service Center where they are tracked, diagnosed, and forwarded to Field Services staff for repair and / or replacement.

Service Levels

The DIT Desktop Services group provides support on all State of Michigan desktop and peripheral equipment. Support teams are strategically located throughout the State providing 5 x 9 coverage, accommodations for after hours support can be made on a case-by-case basis.

Performance Indicators

Repair/replacement of standard (currently Dell GX series) desktop / laptop / printer / peripheral hardware will be completed within 1 business day, if parts are required then 2 business days.

Standard, software (Rich would like some indication of what constitutes "standard" to be written here) problems will be resolved within 8 business hours.

DIT staff will make every effort to repair non-standard equipment in a timely manner.

3.   Office Installation, Move, Add and Change (IMAC)

Service Definition

As a normal process of the workplace, organizations respond to business fluctuations by changing staff levels and relocating offices.

Desktop Moves

DIT provides services to assist in office relocations by moving desktops, LAN drops and, in selected locations, telephones. While DIT will assist in determining the electrical requirements for any proposed configuration, the client is responsible for facilitating all electrical requirements.

Service Levels

DIT will coordinate IMACs by assessing the size and complexity of the request before determining how the request will be processed. Generally, small IMACs can be completed in 2 – 4 business days. Larger IMACS that require coordination with other agencies, new equipment to be purchased and/or involve large numbers of devices will need to be incorporated in to a project that includes a agreed upon project plan, for DIT oversight and timely resolution. IMAC requests will be referred to the agency(s) involved for authorization before initiation. Authorization will be obtained from the agency(s) through the appropriate DIT Dedicated Client Specialist.

Performance Indicators

It is the agency responsibility to coordinate and provide electrical requirements. Installation and moves of desktop equipment:

- 2 business days for 1 – 5 units, once the equipment is received
- 4 business days for 6 – 10 units, once the equipment is received
- Client and DIT will develop a project plan for moves more than 10 units. The Strategic Project Office (SPO) will be responsible for providing oversight for major projects.

4.   Voice Services

Service Definition

DIT provides telephone service to approximately 20,000 employees in the Lansing, Detroit, Grand Rapids and Saginaw office complexes. For clients in outlying areas and for services other than standard telephone or voice mail services, DIT has negotiated a statewide contract with several Local Exchange and Long Distance Carriers for phone services. The service contracts provided by these carriers are managed by the DIT Telecom group. These contracts are available for agency use.

Service Levels

DIT Telecom managed voice telephone service is provided 7 x 24 x 365 without interruption. Service outages are a top priority.

- Installation and moves of office telephone equipment – State of Michigan provided service
    5 business days for 1 – 5 units
    10 business days for 6 – 10 units
    Client and DIT will develop a project plan for more than 10 units. The SPO will be responsible for providing oversight for major projects.

Local Exchange and Long Distance Carrier services are provided according to the service levels within each contract.
- Installation and moves of standard office telephone equipment – Vendor provided service - according to contract provisions

Performance Indicators

DIT Provided Service

- Voice service is available 99.99%
- Major interruptions (such as dial tone disruptions) will be repaired within 4 business hours.
- Minor problems (such as noisy cord or headset) will be repaired within 1 business day.

Vendor Provided Service

DIT will provide Vendor Management of SBC and work to ensure the terms of the contract are met.

5.   Procurement & Administrative Services

Service Definition

DIT Contracts and Procurement Services performs all IT computer commodity & service procurement for the State of Michigan, negotiates all IT related contractual services, and ensures that the services provided meet contract specifications. Many of the procurement activities are a component of other DIT Services.

Service Levels

DIT manages the entire spectrum of IT procurement, from standard desktop acquisition through complex ITB (invitation to bid) solutions.

Performance Indicators

Commodity desktop acquisitions
- Standard, (on hand inventory) completed in 2 business days
- Standard, purchased required, 2 – 6 weeks (end-to-end, includes procurement, vendor, Depot and Field Services time)
- Non-Standard Acquisitions will be negotiated with appropriate vendors and completed in a timely manner.

ITB Process
- Large projects (> $1 M, high risk)   12-18 months
- Medium projects ($250K – $1 M, medium risk)   6-12 months
- Small projects ($50K - $250, low risk)   4- 6 months

Invoicing
- On Time
- Discrepancy Resolution within 30 days

6.   Application Services

Service Definition

Agency Services is the liaison between the Department of Information Technology (DIT) and the individual Executive Branch agencies. This team is responsible for the development, modifications, and enhancements of agency IT applications. The development of new applications and major modifications to existing application will be coordinated with the agency by the Agency Services team. The Agency Services Team will engage the Strategic Project Office for assistance in managing major projects that have been approved by an Agency for implementation.

Agency Service's Enterprise Application Services is responsible for enterprise applications, including HRMN, MAIN, and the state web portal as well as middleware support and services for DIT. The development of new enterprise and/or multiple agency applications and major modifications to existing enterprise applications will be coordinated with the Enterprise Application Services team. The Enterprise Application Services team will engage the Strategic Project Office for assistance in managing major projects that have been approved by Agencies for implementation.

Service Levels

The Strategic Project Office (SPO) will be responsible for providing oversight for projects that are assigned to DIT. The SPO will provide periodic status reports as requested by the Agency Services Team or when the project fails to meet the required milestones or task timeframes.

Performance Indicators

The project will report on time, on Budget and within scope metrics based on the project plan.

7.   Data & Application System Availability

Service Definition

DIT Agency Services provides the development and maintenance of application systems on various technologies and platforms. Currently, agency application support is performed by the same staff that was performing that function prior to the formation of DIT. This support staff now reports to the DIT agency IO. The Client Service Center will accept calls for application issues and then forward those calls to the appropriate agency support staff for resolution.

Agency application support and development will be the responsibility of the Agency IO and the support staff. System software and hardware support for mainframe and servers will be referred to Infrastructure Services for resolution. Data Center Operations is responsible for the support of the mainframes and servers installed at the Secondary Complex Data Center while Distributed Services is responsible for the support of servers housed in data centers outside of the Secondary Complex Data Center.

Agency Service's Enterprise Application Service is responsible for enterprise applications, including HRMN, MAIN, and the state web portal as well as middleware support and services for DIT.

Service Levels

Maintenance and support requirements for a specific application will depend on the associated Agency's need for availability and access to that application's functionality and data. Resolution times for reported problems and application up-time will also be determined by the Agency's customer's required access and the assigned priority level for the availability of the application's functions and data. Application availability will also be dependent on the availability of the application host, supporting network, desktop as well as other application dependencies such as a database.

Application enhancements and new applications requests will be assigned to the Agency Information Officer or Enterprise Application Services for resolution.

Performance Indicators

The Agency's customer will determine when the application must be available. The availability of an application may be required only during normal working hours of Monday through Friday from 8am to 5 PM or if the application provides critical information to it's users then it may need to available 7x24x365. DIT will engineer new applications to provide 99% availability during the time specified for the Agency.

8. Center for Geographic Information

Service Definition

The Michigan Center for Geographic Information (CGI) provides leadership, technical expertise and policy for the development, use, dissemination, promotion and sharing of geographic information in the state of Michigan. The Center's mission will enable state government to more effectively and efficiently serve the citizens, businesses and other governments of the state in areas of public protection, homeland security, economic development, environmental protection and transportation.

Service Levels

The Center for Geographic Information will respond to requests for services that CGI provides.

Performance Indicators

The project will report on time, on budget and within scope metrics based on the project plan.

9. Web Site Portal (Michigan.gov)

Service Definition

The State's Internet services are coordinated through a single portal, www.michigan.gov providing a single external face to the web. Goals of Michigan.gov include

- Consistent web user interface (look and feel, usability) across individual agency applications and services
- Consistent security and privacy policies

DIT provides hosting services for production and test environments, support, and formal training in the michigan.gov tools, Vignette, Surfaid, and Inktomi.

Service Levels

The Michigan.gov portal is available 7 x 24 x 365. The e-Michigan Web Development group will respond to requests for services.

Performance Indicators

DIT will maintain 99% portal availability.

Client Service Level Reporting

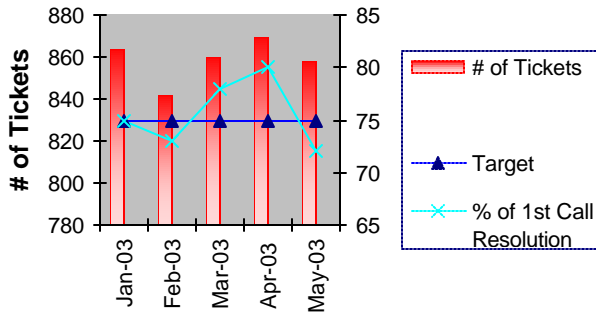| DIT Service.	Measurement Description	Goal
Client Service Center	▪ *First Call Resolution* ▪ *Number of Cases* ▪ *Cases categorized by type; repair, service request and question.*	First call resolution 70% of the time.
Desktop Services	*Return to Service.* When a client's request (repair, replace) was completed. This includes desktop hardware, peripheral equipment and software. 　　▪Repair/Replace (Call Resolution)	Problem resolution within 1 business day, if parts needed then 2 business days.
Office Installation, Move, Add and Change (IMAC)	*Desktop IMAC*; from request to time client is able to access data.	▪ 1 – 5 units Desktop - 2 Business Days, ▪ 6 – 10 units Desktop - 4 Business Days, ▪ > 10 units will be treated as a project.
Voice Services	*Service Availability (Uptime).* The percentage of time the service was available to the client. Scheduled maintenance is not included in this measurement. *Return to Service.* When a client's request (repair, replace) was completed. *Voice IMAC*; request through time client is able to make/receive calls.	99.99% for DIT provided voice services. Problem resolution for DIT provided voice services, within 1 business day, if parts needed then 2 business days. For DIT provided voice services: • 1 – 5 units - 5 business days • 6 – 10 units - 10 business days • >10 units will be treated as a project.
Procurement & Administrative Services	Requests for IT hardware, software or services. 　　▪ Standard Commodity Acquisitions on Hand Inventory 　　▪ Standard Commodity Acquisitions Invoicing: 　　▪ Invoicing State Agencies for DIT Services (3 weeks after calendar month end) 　　▪ Resolution of Invoicing Discrepancies	2 Business Days 2 – 6 weeks On Time 30 Days
Application Services	Time to project agreement and scope definition. Project completion.	2-4 weeks On Time/On Budget/Within Scope.
Data & Application System	*Transactional Systems Service Availability.*	99% Availability

Availability	The % of time services were available to the client. Scheduled maintenance is not included in this measurement.	
Web Site Portal (www.michigan.gov)	▪ *Service Availability (Uptime).* The percentage of time the website was available to the client. Scheduled maintenance is not included in this measurement. ▪ *Number of Hits.* This is the number of times a client website was accessed. ▪ *Content Volume.* This is the size if the website that is used for billing purposes.	99% Availability

Problem Priority Categories

Category	Criteria	Example
URGENT Problems will be considered the highest priority and are considered to be a possible life-threatening situation	▪ Risk of Personal Injury or Loss of Life ▪ Critical Infrastructure Components (e.g.; Mainframe chiller unit, LMAN Backbone) ▪ At the direction of the Data Center Operations, Telecomm, or Security and Disaster Recovery Management Directors.	▪ Agency network down ▪ Production mainframe down ▪ Security system down effecting a large number of users ▪ LEIN Interface or system down
HIGH Problems will be considered the second priority and reflect a situation where the public is being directly impacted in a negative way	▪ Any outage or performance degradation that directly affects the public ▪ Major operational hardware and software or non-peripheral equipment. ▪ At the direction of the Data Center Operations, Telecomm, or Security and Disaster Recovery Management Directors. .	▪ Branch office down ▪ Internet down or severely degraded ▪ One or more Customer location(s) down 'Out Of Public Business' ▪ Outages or performance degradation effecting availability of public services ▪ Key Treasury funds transfer down ▪ Severe degradation in response time effecting public services
MEDIUM All problems not meeting the Urgent or High criteria will be assigned Medium priority status; this default will be considered the third priority and reflect a situation where there is no risk of personal injury, and the public is not being directly effected.	▪ Network outages or performance degradation effecting users that are not involved directly with the public ▪ Internal e-mail issues ▪ General how-to questions ▪ Problems/Issues with non-public service batch jobs ▪ Degradation in response time effecting non-public applications ▪ Password resets for users not directly involved with the public	▪ All Other Requests

State of Michigan – Department of Information Technology (DIT)
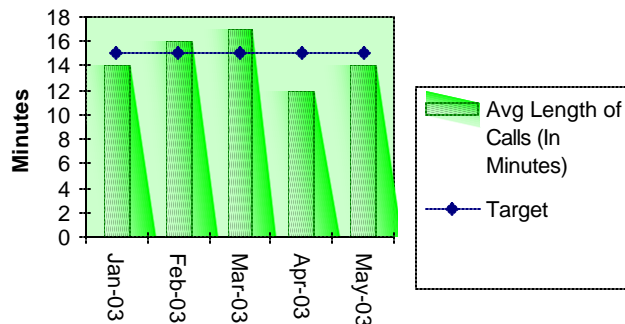## *6-Up Internal DIT Service Metrics – June 2003*

CSC - First Call Resolution
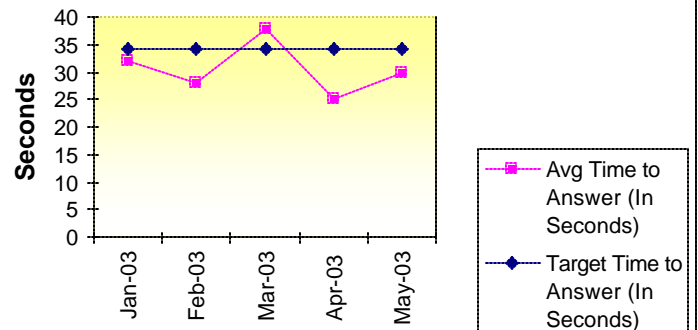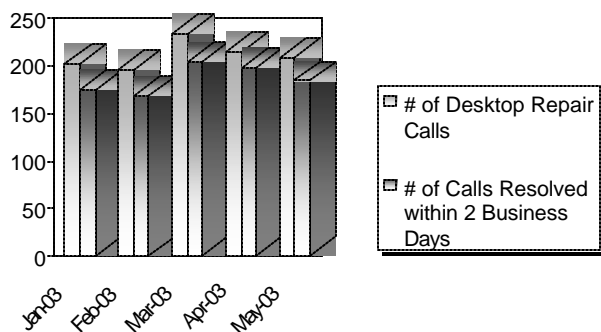
# of Tickets (left axis: 780–880)
- # of Tickets
- Target
- % of 1st Call Resolution

% of Abandoned Calls

- May-03: 6.5
- Apr-03: 3.5
- Mar-03: 4.1
- Feb-03: 6.9
- Jan-03: 5.3

% of Abandoned Calls

CSC - Average Call Length

Minutes
- Avg Length of Calls (In Minutes)
- Target

CSC - Time to Answer

Seconds
- Avg Time to Answer (In Seconds)
- Target Time to Answer (In Seconds)

Desktop - Resolved Cases

- # of Desktop Repair Calls
- # of Calls Resolved within 2 Business Days

Voice Services Availibility

- Voice Services Availibility (% Uptime)
- Goal - %
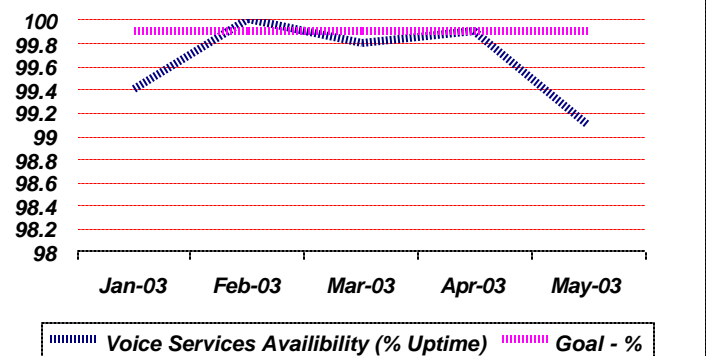
Note – This is a **SAMPLE** Report; Metrics reflected are not actual Service Statistics.

State of Michigan – Department of Information Technology (DIT)
Metrics – June 2003

Application Services
   Goal – On Time/On Budget/Within Scope
<u>Projects:</u>
   1. Project XYZ
            Status – Briefly explain project status as it relates to schedule, budget and scope.

Center for Geographic Information
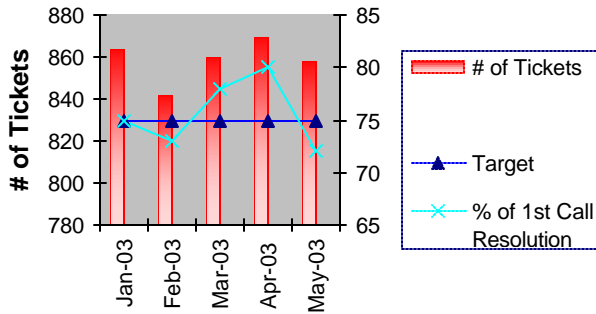   *Goal – On Time/On Budget/Within Scope*
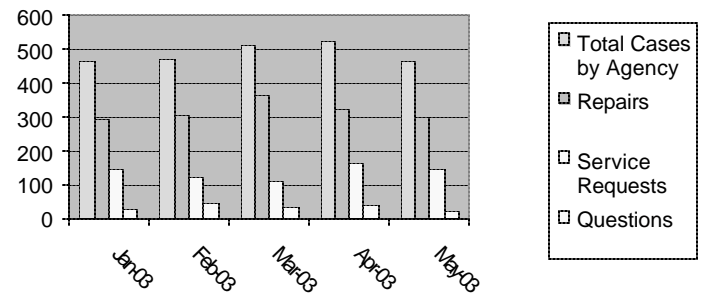
<u>Projects:</u>
   2. Project Map Michigan
            Status - Briefly explain project status as it relates to schedule, budget and scope.

State of Michigan – Department of Information Technology (DIT)
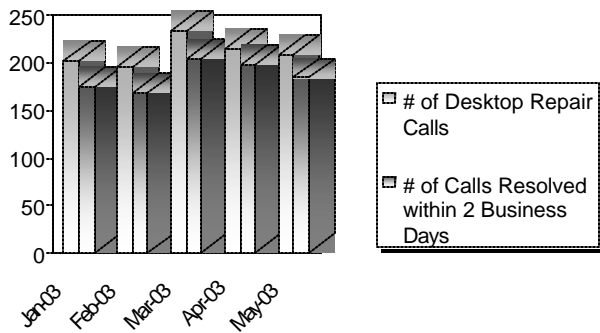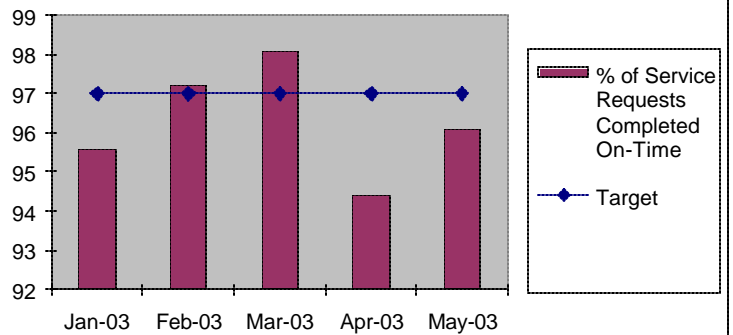### 6-Up External DIT Service Metrics – June 2003
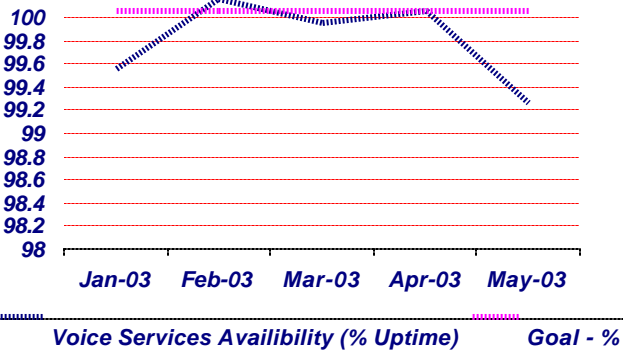
CSC - First Call Resolution

Case Count by Case Type
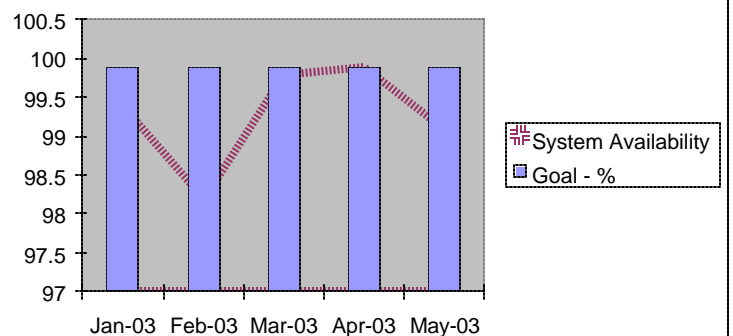

Desktop - Resolved Cases

Service Request On-Time Completion

Voice Services Availibility

Data & Application System Availability

Note – This is a **SAMPLE** Report; Metrics reflected are not actual Service Statistics.